(b) if so, the details thereof;

(c) if not, the reasons therefor; and

(d) the other measures Government propose to take against defaulters in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) to (d) Access deficit charges is levied to provide basic services at affordable rate. The access deficit charge is at present levied for long distance calls. As per TRAI regulation issued on 29.10.2003 to be effective from 15.12.2003, Access deficit charge will be levied on Cellular and Limited Mobile facility also. Liquidated damages were recovered from six private Basic Service Operators not providing VPTs as per the license conditions. However, these Basic Service Operators have migrated to Unified Access Service License regime.

Sub-standard telephone services

966. SHRIMATI KAMLA MANHAR:
SHRI BALKAVI BAIRAGI:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that according to the recent survey of TRAI, the services of AIRTEL, HUTCH, RPG including BSNL and MTNL are sub-standard;

(b) whether it is also a fact that the major grievance of the consumers have been regarding their network and billing; and

(c) if so, the action TRAI proposes to take against these operators?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) Yes, Sir. It is a fact that as per the survey conducted by TRAI for the period October, 2001 to September, 2002, the services offered by these operators are not as per the Benchmark laid by TRAI's Quality of Service (QoS) Regulation for various parameters.

(b) Sir, based on this analysis of customers response done by TRAI, the operators have to focus their attention of improvement of Network

†Original notice of trie question was received in Hindi.

performance, reliability and availability of services and Billing services for improvement in the level of customer satisfaction.

(c) The TRAI attempts to ensure compliance through a process of interaction with service providers and generating greater awareness among consumers.

WLL limited mobile services

967. SHRIMATI KAMLA MANHAR:
SHRI ABANI ROY:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have constituted a Task Force of Technical Experts from NTs, CSIR, TCIL and others to ensure that WLL limited mobile services do not suffer due to unnecessary representations by the Cellular Operators Association of India; and

(b) if so, the details of the outcome of the Task Force constituted to look into the problems of WLL *vs* GSM?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) Yes, Sir.

(b) Task Force has recommended that subscriber terminal shall not be used in more than one SDCA while providing limited mobility facility by Basic Service Operators.

Meghdoot cards

†968. SHRI BALKAVI BAIRAGI:
SHRIMATI KAMLA MANHAR:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the objectives of issuing the Meghdoot cards by the postal department together with the arrangements made for the purpose;

(b) the action taken on the complaints received regarding returning the twenty five paise post cards with the remark "under stamped"; and

(c) the details of the action taken against the guilty employees and the steps likely to be taken for redressal of the grievances?

†Original notice of trie question was received in Hindi.